

SC CUSTOMER INFORMATION ADVISORY GROUP MEETING SUMMARY

September 20, 2000

Agenda Items

- Status of Previous Action Items (Rice)
- Revised Performance Measures Discussion (Griffin)
- Cyber Security Discussion:
 - ✓ Rules of Behavior
 - ✓ End User Responsibilities

Previous Action Items

The status of action items from the September 6, 2000 CIAG meeting was summarized as follows:

- Installation for the video conference rooms has been delayed by a few weeks. Originally, installation was to begin mid-September. SCSC noted that once the units are installed, individual programs will manage their video conference rooms and make them available to other offices at their discretion. These rooms will not be available through the Outlook Calendar.
- The draft IM Operating Plan will be presented to the CIAG on 9/27/00.
- According to SCSC, the list of Outlook users who need to reduce their volume of retained mail cannot easily be provided by program. Instead, SCSC will continue to provide a list to the CIAG identifying users with high volumes of retained mail. CIAG members can report to their offices to alert identified users. Currently, Forrestal has a large percentage of users on the list. Peggy Burris will talk to users downtown regarding the issue. SCSC cautioned users that when an individual's inbox reaches 500 megabytes worth of mail, the system will be disabled for that user, preventing him or her from sending or receiving mail. SCSC will continue to provide a list to the CIAG of Outlook users with high volumes of mail.
- Ted Griffin provided revised performance measures to the CIAG. The performance measures were reviewed and approved by CIAG members with an implementation date scheduled for 10/01/00.

Revised Performance Measures Discussion

Ted Griffin provided the revised list of performance measures to the CIAG. Griffin noted that the revised list reflects the changes recommended by the CIAG at the 9/06/00 meeting. Measures 4 and 5, which measure the percentage of calls that the SCSC responds to, in person, within 30 seconds, have been combined. Measure 6 has been revised to reflect the percentage of calls in the "medium" category that are resolved within 4 hours. Griffin noted that this category has been selected because 95 percent of all SCSC calls are classified in the "medium" category versus the "critical" or "high"

category. Measure 9 has been deleted as requested by the CIAG. The CIAG raised the issue of whether 100 percent is a realistic goal when measuring performance. The suggestion was given that SCSC obtain industry standards to set goals for measuring performance. For now the CIAG agreed that a goal of 100 percent can serve as a baseline for measurement. Percentage changes to reflect a realistic measurement of performance can be addressed in the future once a baseline measurement is obtained.

IMSC Update

Gene Hughes offered an update on IMSC status. Originally, IMSC was to rollout this upcoming weekend. However, Hughes reported that the rollout will be delayed by about three weeks due to requested changes made by users during IMSC training. In sum, fourteen issues have emerged during the IMSC training sessions. Ten issues, Hughes reported, can hopefully be resolved with the individual users themselves. Four issues, however, are considered "showstoppers" which will require significant changes to the product. These changes will take about two weeks to code and another week to test prior to delivery to ensure that they do not cause additional problems to the system. The anticipated cut-over date for the rollout will be either the weekend of October 15 or October 22. Hughes will provide a status update to the CIAG at the September 27 CIAG meeting.

Cyber Security Discussion

Rules of Behavior/ End User Responsibilities:

Robbie Green provided background on the proposed "Rules of Behavior," a document that Bill Nay's office developed and has had approved by the CIO. This document, however, is in a state of flux because when it was written, it did not consider some of the programs that are now in place, eg., Flexiplace. Green said that it clearly needs revisions and should be approved by Mildred Dresselhaus. Green suggested that this issue be removed as an agenda item for now. Once the policy is rewritten and approved by management, SCSC will bring the policy/plan to the CIAG to discuss and obtain suggestion on how it will be implemented throughout SC. Green will work with Don Freeburn on union concerns about the Rules of Behavior.

Action Items

- Provide IMSC status update at 9/27/00 CIAG meeting. (Hughes)
- Discuss FY 2001 Operating Plan at the 09/27/00 CIAG meeting. (Griffin)
- Schedule discussion of Flexiplace at 9/27/00 meeting. (Rice/Green)

Proposed 9/27/00 Meeting Agenda

- IMSC Status Update (Hughes)
- FY 2001 Operating Plan Discussion (Griffin)
- Flexiplace Discussion (Green)

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265
Steve	Buswell	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475
Caryle	Miller	SC-82	3-8434
Don	Freeburn	SC-10	3-3156
Paul	Arveson	SC-621	3-1893
Brent	Baker	SC-621	3-2345
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Lynott	Michael	SC-621	3-5313
Joanna	Martin	SC-621	3-5730
Ted	Griffin	SC-621	3-4602
Kirk	Harrison	SC-621	3-1888
Tom	Jackson	SC-621	
Sue	Farrand	SC-621	3-1884
Dick	Yockman	SC-621	3-3394